



**King County**

## **VETERANS AND HUMAN SERVICES LEVY 2008 STRATEGY AREA ANNUAL REPORTS**

### **Activity 1.3**

**Provide phone resources for veterans**

### **Activity 1.4**

**Provide training and information on Veterans' Administration linkage**

### **OBJECTIVE**

The Veterans and Human Services Levy ballot measure that was approved by voters in 2005 directed that half of all levy funds be used to serve veterans, military personnel, and their families. To honor this commitment, this first strategy area provides a range of services specific to veterans' needs. In addition, other levy strategy areas include a number of services or set-asides targeted to veterans and their families.

Activity 1.3 and Activity 1.4 were designed to provide phone resources for veterans and provide training and information on Veterans' Affairs (VA) linkage.

### **POPULATION FOCUS**

The target population for these services includes military personnel and their families who may be in need of VA services and benefits, or a variety of community services related to mental illness, substance abuse, domestic violence, unstable housing or homelessness, or under-employment. These include families of men and women who are currently deployed and who, for one reason or another, may not be eligible for federal VA services, such as National Guard, Reserves and military families.

### **PROGRAM DESCRIPTION**

**Strategy 1.3 will provide phone resources for veterans:** A program was designed during 2008 and a Request for Proposal is expected to be released during mid-2009 to expand phone information and referral services for veterans. The telephone system will target veterans and their families, helping them learn about and access veterans-specific benefits and services available to them, as well as a broad range of regional housing, health, and human services around the county they can access.

**Strategy 1.4 will provide training and information on Veterans' Affairs linkages:** Community service providers that receive Levy funds are required to collect data on the number of clients they serve that are veterans or have a family member that is a veteran. This is raising provider's awareness of the number of veterans and their families seeking assistance through their service systems, yet these community service providers often do not know how to link veterans with the benefits and services available through the federal VA system. Funding has been allocated through the levy to provide training on the VA to community-based service providers. This topic is still being discussed by members of the Veterans Levy Oversight Board.

### **FOR MORE INFORMATION**

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